



RFI Details

PeopleSoft Strategic Sourcing

Event ID	Format	Type	Page
31701-0000009130	RFI	RFx	1
Event Round	Version		
1	1		
Event Name	ServiceNow SAAS IT Service Management		
Start Time	Finish Time		
09/30/2015 11:00:00 CDT	10/08/2015 14:30:00 CDT		

Bidder: State of Tennessee
WRS Tennessee Tower
312 Rosa L Parks Ave Fl 3
Nashville TN 37243
United States

Submit To:
Contact: Sharon L Pope
Phone: 615/741-9588
Email: Sharon.Pope@tn.gov

Event Description

PRE-RESPONSE CONFERENCE NOTIFICATION

READ THE ENTIRE Request for Information (RFI), including the Event Details, Specifications, and Terms and Conditions, and any other attachments.

If the Review and bid on this event link included in the e-mail notification does not work, please go to <https://supplier.edison.tn.gov/psp/suprd/SUPPLIER/ERP/h/?tab=DEFAULT>. Click on the link that says Bid Opportunity and log in with your vendor ID and password.

Note: Information at the pre-response conference will be displayed electronically. No paper copies will be provided. Attendees are advised to print copies of the attached event documents for their use at the pre-response conference.

This is not a bid request; this is a request for information.

Request for Information (RFI Event)
Conference: Pre-Response Conference

Title: ServiceNow SAAS IT Service Management

Description: This pre-response conference is to gather information related to the procurement of a 5-multi-year contract for the Department of Finance & Administration, Office for Information Resource on Software as a service to administer Help Desk and Problem Management, Change Management, Asset and Configuration Management and as the Request for Asset Management.

Date: October 8, 2015
Time: 1:30 to 2:30 PM Central

Location: Conference Room K
William R Snodgrass, Tennessee Tower
312 Rosa L. Parks Avenue
3rd Floor
Nashville, TN 37243-1102

If you are unable to attend the pre-response conference in person, you may also participate via conference call by dialing (615) 253-8313 or toll-free at 1 (855) 543-5040.

If you have questions, please call Sharon Pope at (615) 741-9588.

Factor Summary

Question	Response
I (we) agree to strictly abide by all the statutes and terms contained in the rules of the Department of General Services, Central Procurement Office, which are by reference made a part hereof, in addition to the special terms, conditions and specifications embodied in the invitation to bid. IMPORTANT: By Selecting YES, the bidder certifies compliance with the above and further certifies that this bid is made without collusion or fraud. Required: Yes Mandatory Response:Yes	

Response Comments

Please answer yes or no to the following. If "yes", describe using additional pages and attach to the Response including any relevant details:

(a) is the Respondent presently debarred, suspended, proposed for debarment, or voluntarily excluded from covered transactions by any federal or state department or agency;

(b) has the Respondent within the past three (3) years, been convicted of, or



RFI Details (cont.)

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had a civil judgment rendered against the contracting party from commission of fraud, or a criminal offence in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (c)is the Respondent presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed above; and (d)has the Respondent within a three (3) year period preceding the contract had one or more public transactions (federal, state, or local) terminated for cause or default.

Required:Yes Mandatory ResponseNo

Response Comments

Bidder shall enter the percent from their catalog or price list prices. Only one (1) percent minus (-) and discount amount, plus (+) and surcharge amount, or "0" for net is acceptable. Example: -10%.

Required: Yes Mandatory ResponseNo

Response Comments

Please enter the number of days that your bid offer will expire from the bid opening date:

Required: Yes Mandatory ResponseNo

Response Comments

Associated Terms:

Bid Offer Expiration

Enter the expiration date of your bid offer in the space provided on this Invitation to Bid. A minimum period of thirty (30) days from the bid closing date is requested. The state shall have sixty (60) days to accept the bid if a minimum period is not stated.

Bidder shall enter Catalog Title and Effective Date of Catalog Bid.

Required: Yes Mandatory ResponseNo



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Event Round	Version		
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Event Name	ServiceNow SAAS IT Service Management		
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09/30/2015 11:00:00 CDT	10/08/2015 14:30:00 CDT		

Bidder: State of Tennessee
WRS Tennessee Tower
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Response Comments

How many days after receipt of purchase order will it take you to deliver this item?

Required: Yes Mandatory ResponseNo

Response Comments

All bidders are required to have an adequate service organization for which the bid is applicable. Enter the name, address, telephone, pager or cell phone and fax number, email address, and area of responsibility for each service representative in the spaces provided below. (Attach additional sheet if necessary) Please be sure to include the following information:

List the Service Organization:
List the Service Organizations Address:
List the Area(s) in TN that the Service Organization will Service:
List the Service Organizations Phone Number:
List the Service Organizations Toll Free Number:
List the Service Organizations Pager or Cell Phone:
List the Service Organizations Fax Number:
List the Service Organizations Email Address:
List the Service Organizations Website:

Required: Yes Mandatory ResponseNo

Response Comments

Associated Terms:

Service Organization

All bidders are required to have an adequate service organization for which the bid is applicable. Enter the name, address, telephone, pager or cell phone and fax number, email address, and area of responsibility for each service representative in the spaces provided below. (Attach additional sheet if necessary)

The bidder shall indicate whether or not they plan to sub-contract:

No: The bidder does not anticipate using a sub-contractor at this time and agrees to submit a request to subcontract during the contract period prior to using a subcontractor.

Yes: The bidder shall list the subcontractor(s). Attach list of additional subcontractors to the bid, including the following for each subcontractor.

List the Sub-Contractor's Name
List the Sub-Contractor's Address



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Event Name	ServiceNow SAAS IT Service Management		
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List the Sub-Contractor's Contact Person
List the Sub-Contractor's Phone Number
Required:Yes Mandatory ResponseNo

Response Comments

Associated Terms:

Subcontracting

The Contractor shall not assign this Contract or enter into a subcontract for any of the goods or services provided under this Contract without obtaining the prior written approval of the Central Procurement Office. Notwithstanding any use of approved subcontractors, the Contractor shall be the prime contractor and shall be responsible for all work provided.

Technical Assistance

Enter the name, address, and telephone number of the technician or service representative in the space provided below.

List the Name of the Technician/Service Representative

List the Technician/Service Representative Address

List the Technician/Service Representative Phone Number

List the Technician/Service Representative Toll Free Phone Number

List the Technician/Service Representative Pager or Cell Number

List the Technician/Service Representative Email Address

List the Technician/Service Representative Website

Required: Yes Mandatory ResponseNo

Response Comments

Associated Terms:

Technical Assistance

The vendor/contractor will furnish telephone technical assistance for the type of equipment or services requested within the time frame listed in the attached specifications following and without additional cost to the state.

Enter the name, address, and telephone number of the technician or service representative in the space provided below.

Please list the following information regarding your company's contract administrator.

List the Contract Administrator's Name



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Nashville TN 37243
United States

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List the Contract Administrator's Address

List the Contract Administrator's Phone Number

List the Contract Administrator's Toll Free Phone Number

List the Contract Administrator's Pager or Cell Number

List the Contract Administrator's Email Address

List the Contract Administrator's Website

Required:Yes Mandatory ResponseNo

Response Comments

Associated Terms:

Vendor Contract Administrator

The bidder shall list their company's Contract Administrator. The Contract Administrator shall be the contact person for all questions regarding the contract. Note: The bidder can attach a list of alternate personnel to contact to the bid.

Please complete the attached form, included with the Terms and Conditions document, and attach all pertinent documentation regarding your company's efforts to achieve diversity business participation. This information must be submitted with the bid document and monthly thereafter until a reasonable level of diversity business participation is achieved.

Confirm below that you have completed this attached form by choosing, "Yes".

Required: Yes Mandatory Response:Yes

Response Comments



RFI Details (cont.)

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RFI Details (cont.)

PeopleSoft Strategic Sourcing

Current Strategic Sourcing			
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31701-0000009130	RFI	RFx	7
Event Round	Version		
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ServiceNow SAAS IT Service Management			
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Bidder: State of Tennessee
WRS Tennessee Tower
312 Rosa L Parks Ave Fl 3
Nashville TN 37243
United States

Submit To:
Contact: Sharon L Pope
Phone: 615/741-9588
Email: Sharon.Pope@tn.gov

Bidder Information

Firm Name:		
Name:	Signature:	Date:
Phone #:	Fax #:	
Street Address:		
City & State:	Zip Code:	
Email:		



RFI Details (cont.)

PeopleSoft Strategic Sourcing

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Bidder: State of Tennessee
WRS Tennessee Tower
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Nashville TN 37243
United States

Submit To:
Contact: Sharon L Pope
Phone: 615/741-9588
Email: Sharon.Pope@tn.gov

Appendix B - Terms & Conditions

1. The undersigned acknowledges that all submitted information and documentation will become the property of the state of Tennessee. The undersigned also affirms that the information given above is true, accurate, and includes pertinent information necessary to identify and explain the operation of this organization to the best of my knowledge and is in no way misleading.
2. Should any data change in the future, the Supplier agrees to immediately submit the correct information electronically through the state's Supplier Portal or the information will be submitted in writing and mailed to one of the following addresses:

If the supplier is actively bidding but has not yet been awarded a purchase order or contract, please submit changes to the following address:

Tennessee Department of General Services
Purchasing Division
3rd Floor Tennessee Tower
Nashville, TN 37243

If the supplier is currently doing business with the state please submit changes to the following address:

Department of Finance and Administration

3. No person on the grounds of handicap or disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal and/or Tennessee State constitutional and/or statutory law shall be excluded from participation in, or denied benefits of, or be otherwise subjected to discrimination in the performance of the Contract or in the employment practices of the Contractor. The Contractor shall, upon request, show proof of such non-discrimination, and shall post in conspicuous places, available to employees and applicants, notices of non-discrimination.
4. The undersigned acknowledges that all submitted information and documentation will become the property of the state of Tennessee. The undersigned also affirms that he/she is a legal citizen of the United States or Permanent Resident Alien and that the information given above is true, accurate, and includes pertinent information necessary to identify and explain the operation of this organization to the best of my knowledge and is in no way misleading.

Last Updated: 06/11/2009